

QUALITY ASSURANCE SURVEILLANCE PLAN

For: C. W. Bill Young VA Healthcare System Beneficiary Travel Service

Contract Number: TBD

Contract Description: Non-Emergency Ambulance Transport Service

Contractor's Name: TBD

1. PURPOSE

This Quality Assurance Surveillance Plan (QASP) provides a systematic method to evaluate performance for the stated contract. This QASP explains the following:

- What will be monitored
- How monitoring will take place
- Who will conduct the monitoring
- How monitoring efforts and results will be documented

This QASP does not detail how the contractor accomplishes the work; rather, the QASP is created with the premise that the contractor is responsible for management and quality control actions to meet the terms of the contract. It is the Government's responsibility to be objective, fair, and consistent in evaluating performance.

This QASP is a "living document" and the Government may review and revise it on a regular basis; however, the government shall coordinate changes with the contractor. Copies of the original QASP and revisions shall be provided to the contractor and Government officials implementing surveillance activities.

2. GOVERNMENT ROLES AND RESPONSIBILITIES

The following personnel shall oversee and coordinate surveillance activities.

- a. Contracting Officer (CO) – The CO shall ensure performance of all necessary actions for effective contracting, ensure compliance with the contract terms, and shall safeguard the interests of the United States in the contractual relationship. The CO shall also assure that the contractor receives impartial, fair, and equitable treatment under this contract. The CO is ultimately responsible for the final determination of the adequacy of the contractor's performance.

Assigned CO: Matthew Lucas

Organization: Department of Veterans Affairs, NCO 8

- b. Contracting Officer's Representative (COR) – The COR is responsible for technical administration of the contract and shall assure proper Government surveillance of the contractor's performance. The COR shall keep a quality assurance file. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf.

Assigned COR: Cora D. Omari; Patient Services Assistant, (727)398-6661 ext. 17182

- c. Other Key Government Personnel –

Denise E. Williams; Assistant Chief, Health Administration Service, (727)398-6661 ext. 14693

Johnny Quinones; Chief, Health Administration Service, (727)398-6661 ext. 14693

3. CONTRACTOR REPRESENTATIVES

The following employees of the contractor serve as the contractor's program manager for this contract.

- a. Program Manager – To be determined
b. Other Contractor Personnel – To be determined

4. PERFORMANCE STANDARDS

Performance standards define desired services. The Government performs surveillance to determine if the contractor exceeds, meets, or does not meet, these standards.

The Performance Requirements Summary Matrix, as provided below, includes performance standards. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

Task	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive
Hours of operation	Performance and qualification as defined in PWS	Contractor shall provide 24 hr/7 days a week non-emergent ambulance transport of patients.	100%	Daily observation and review of transportation logs, trip logs, and invoices.	Potential Exercise of Option Period.
Initial pick-up, delivery and wait time.	Patients shall be picked up and delivered by contractor employees	Contractor shall be responsible for pick-up, waiting time and delivery in accordance with the	95%	Daily observation and review of transportation logs, trip logs, and invoices.	Potential Exercise of Option Period.

	within a reasonable time.	time frames outlined in the PWS.			
Quality Care	Contractor performance section	Contractor shall be responsible for using appropriate drive screening and selection criteria for employee drivers.	100%	Periodic inspection	Potential Exercise of Option Period.
Quality Care	Contractor personnel section	Employees will be tested for prohibited drugs, alcohol misuse; administer criminal background check to the maximum extent permitted by Florida law.	100%	Periodic Inspection	Potential Exercise of Option Period.
Patient Safety	Patient safety incidents must be reported to Beneficiary Travel section and the COR	Contractor employee shall ensure proper loading/unloading techniques are followed at all times.	100%	Periodic Inspection	Potential Exercise of Option Period.
Patient Safety	Patient safety incidents must be investigated, confirmed, and resolved.	Contractor shall immediately notify the VA of any incidents involving injury to VA patients during transport. Contractor shall promptly complete and submit to the Contracting Officer an incident report with all information necessary for full review.	100%	100% inspection of complaints written and/or verbal	Potential Exercise of Option Period.
Patient Satisfaction	Patient complaints about the quality of service will be reported to the COR.	Contractor shall notify the COR and Contracting Officer in writing within 24 hours of any complaints made by the patients with regards to transportation.	95%	Customer feedback of complain written and/or verbal.	Potential exercise of Option Period.
Billing	Billings comply with mileage listed in the contract.	Billings comply with mileage.	100%	Budget and approving technician shall perform reviews of monthly tickets with invoices prior to acceptance and	Potential Exercise of Option Period.

				random quarterly sampling.	
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5. INCENTIVES

The Government shall use “Potential Exercise of Option Period” as an incentive. Incentives shall be based on exceeding, meeting, or not meeting, performance standards.

6. METHODS OF QA SURVEILLANCE

Various methods exist to monitor performance. The COR shall use the surveillance methods listed below in the administration of this QASP.

- a. INSPECTION – COR works with the Program Manager to evaluate all quality control data logs/reports to ensure that processes are performed regularly and any deviation outside tolerance level is brought to the attention of the COR.
- b. PERIODIC SAMPLING – Sample is taken when a problem/deficiency is suspected. Sample results are applicable only for the specific work inspected.

7. RATINGS

Metrics and methods are designed to determine if performance exceeds, meets, or does not meet a given standard and acceptable quality level. A rating scale shall be used to determine a positive, neutral, or negative outcome. The following ratings shall be used:

1. Exceeds Standard
2. Meets Standards
3. Failed to Meet Standard

8. DOCUMENTING PERFORMANCE

a. ACCEPTABLE PERFORMANCE

The Government shall document positive performance. Any report may become a part of the supporting documentation for any contractual action.

b. UNACCEPTABLE PERFORMANCE

When unacceptable performance occurs, the COR shall inform the contractor. This will normally be in writing, unless circumstances necessitate verbal communication. In any case the COR shall document the discussion and place it in the COR file.

When the COR determines formal written communication is required, the COR shall prepare a Contract Discrepancy Report (CDR), and present it to the contractor's program manager.

The contractor shall acknowledge receipt of the CDR in writing. The CDR will specify if the contractor is required to prepare a corrective action plan to document how the contractor shall correct the unacceptable performance to avoid a recurrent. The CDR will also state how long after receipt the contractor has to present this corrective action plan to the COR. The Government shall review the contractor's corrective action plant to determine acceptability.

Any CDRs may become a part of the supporting documentation for any contractual action deemed necessary by the CO.

9. FREQUENCY OF MEASUREMENT

a. FREQUENCY OF MEASUREMENT

During contract performance, the COR will periodically analyze whether the negotiated frequency of surveillance is appropriate for the work being performed. Reports will be completed on a monthly basis and a copy will be provided to the contractor.

b. FREQUENCY OF PERFORMANCE ASSESSMENT MEETINGS

The COR shall meet with the contractor biannually to assess performance and shall provide a written assessment.

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Cora D. Omari; Patient Services Assistant	DATE

_____	_____
Johnny Quinones; Chief, Health Administration Service	DATE